Great Bentley Surgery -	Key	Pei	for	mar	nce	Ind	icat	ors	202	3/2	4				
Patient Appointments															
Measure:		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg PCM.
Appointments Not Attended (DNAs)	Number	88	123			6								211	106
Number of triage callbacks unanswered by patient	Number	80	125											205	103
Number of face to face clinical consultations	Number	3798	4377											8175	4088
Number of telephone clinical consultations	Number	1634	1902											3536	1768
Number of clinical home visits	Number	35	30											65	33
TOTAL CLINICAL CONTACTS	Number	5467	6309	0	0	0	0	0	0	0	0	0	0	11776	5888
Average GP Consultation Length	Minutes	15	15												15
Average time between appointment time and time called in	Minutes	8	10												9
GP Non-Urgent Appointment (Booked time to appt time)	Days	29	30												30
Triage - Time from callback to booked urgent appointment slot	Hours	2.0	2.0												2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	17	23												20
Nurse Practitioner Appointments (Booked time to appt time)	Days	14	16												15
Nurse Appointments (Booked time to appt time)	Days	12	12												12
HCA Appointments (Booked time to appt time)	Days	9	9												9
Blood Taking Appointments (Booked time to appt time)	Days	12	11												12
Prescription Issues														Annual Total	Avg. PCM
Total Items Issued	Totals	36206	43399											79605	39803
Total Paper Items issues	Number	946	1206											2152	1076
Total Electronic Items issued	Number	35260	42193											77453	38727
Acute Items Issued	Number	8101	11462											19563	9782
Repeat Items Issued	Number	18444	21026											39470	19735
Repeat Dispensing Items Issued	Number	9661	10911											20572	10286
Items of Clinical Post/Emails/ePost														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2460	2948											5408	2704
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3114	3303											6417	3209
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	*	5619											5619	5619
Average time to answer a call (Following initial message)	Seconds	*	100											0000	100
Number of outgoing calls	Number	*	4428											4428	4428
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	90	110											200	100
Paper based Referrals	Number	502	502											0	502
Patient Tasks Actioned	Number	1021	1130											0	1076
Total Number of items completed	Number	1613	1742	0	0	0	0	0	0	0	0	0	0	200	1678